1. Fill in the blank: _____ involves observing, measuring, and then comparing your findings to a set of agreed-upon criteria.

    0 / 1 point

- ◯ Administration
- ◯ Evaluation
- ⊙ Regulation
- ◯ Standardization

    ⊗ Incorrect
Regulation does not help you determine if a project meets agreed-upon criteria. However, evaluation can help you find out if your project meets its quality standards or overall goals.

2. Which quality management process includes beta testing, internal checklists, and feedback surveys?

    0 / 1 point

- ◯ Quality standards
- ⊙ Quality planning
- ◯ Quality assurance
- ◯ Quality control

    ⊗ Incorrect
Quality planning refers to the process that the project manager or the team establishes and follows for identifying and determining exactly which standards of quality are relevant to the project as a whole and how to satisfy them. Quality assurance (QA) is a review process. QA uses testing and feedback to help project managers evaluate whether a project is moving towards delivering a high-quality service or product.

3. What does evaluation help project managers to do?

    0 / 1 point

- ◯ Plan, execute, and complete projects
- ◯ Budget, schedule, and scope projects
- ⊙ Track, manage, and communicate about projects
- ◯ Improve, judge, and learn about projects

    ⊗ Incorrect
Evaluation does not directly affect tracking, managing, or communication. Project managers use evaluation to improve, judge, and learn about projects.

4. What aspects of a project do evaluation questions measure? Select all that apply.                    0.75 / 1 point

☑ Impact

　　✓ Correct
　　There are two main categories of evaluation questions: questions that ask about how to make improvements and questions that help measure and compare. An evaluation question about impact might ask: How did the project impact the customer's experience?

☑ Risks

　　✗ This should not be selected
　　Evaluation questions do not measure project risks. Instead, evaluation questions assess the outcomes, impact, or effectiveness of a project or program.

☑ Outcomes

　　✓ Correct
　　Evaluation questions assess the outcomes, impact, or effectiveness of a project or program. To do that, evaluation questions ask about how to make improvements or how to measure and compare. For example, an evaluation question about outcomes might ask: Were there unintended outcomes?

☑ Effectiveness

　　✓ Correct
　　An evaluation question is a key question about a project or program. These questions typically address outcomes, impact, or effectiveness by asking about how to make improvements or how to measure and compare.

5. There are two main categories of evaluation questions. One type helps you make improvements. What does the other type help you do?                    0 / 1 point

○ Adjust and regulate
○ Measure and compare
◉ Empathize and communicate
○ Manage and delegate

　　✗ Incorrect
　　Evaluation questions do not directly concern empathy or communication. There are two main types of evaluation questions: those that address improvements and those that help you measure and compare.

6. Certain evaluation questions help *improve* a product or service while others help *measure and compare*. Which three of the following questions can help you *improve*?                    0.6 / 1 point

☑ What were the results?

　　✗ This should not be selected

Questions that concern outcomes do not generally help you improve a project. Instead, you should ask questions about ongoing processes. Process questions may address what is working and what isn't, what goals the team is meeting, and the typical participant responses to a project or product.

☑ Which goals are we meeting?

⊘ Correct
Evaluation research helps to provide accountability, promote learning, and inform decisions. In this case, learning what goals the team is meeting may help to inform your decisions about how to improve the project.

☑ What were the costs?

⊗ This should not be selected
Questions that concern expenses do not generally help you improve a project. Instead, you should ask questions about ongoing processes. Process questions may address what is working and what isn't, what goals the team is meeting, and the typical participant responses to a project or product.

☑ What works and what doesn't?

⊘ Correct
Questions about ongoing processes can help you improve a project. This type of question is foundational to evaluation research, which is designed to promote learning and inform decisions.

☑ What are the most common participant reactions?

⊘ Correct
Assessing how participants respond to a product or service may help the team better understand how to improve the project. Therefore, this evaluation question offers you the information you need to promote learning and inform your decisions.

---

7. Which three of the following evaluation questions can help you *measure and compare* project outcomes?     0.6 / 1 point

☑ Are there any lessons to be learned?

⊘ Correct
Reflecting on what you've learned can help you measure and compare results so you know how to proceed with a project.

☑ What were the costs and benefits?

⊘ Correct
Weighing costs and benefits can help you measure and compare results so you know how to proceed with a project.

☑ Were there unintended results?

⊘ Correct
Questions about unintended outcomes help you measure and compare results so you know how to proceed with a project.

☑ Which goals are we meeting?

⊗ This should not be selected
Questions about ongoing processes do not help you measure and compare. Instead, you should ask questions to assess project outcomes. Outcome questions may address unintended results, lessons learned, and costs and benefits.

☑ How can we improve?

⊗ This should not be selected
Questions about ongoing processes do not help you measure and compare. Instead, you should ask questions to assess project outcomes. Outcome questions may address unintended results, lessons learned, and costs and benefits.

8. Which criteria do effective evaluation questions meet? Select all that apply.                    0.75 / 1 point

☑ They relate to the purpose of the project.

⊘ Correct
Keeping the purpose of the project in mind helps you write questions that give you the data you want. Effective evaluation questions should also be feasible to answer and align with stakeholder or user values.

☑ They address stakeholder or user values, interests, and concerns.

⊘ Correct
Keeping stakeholder and user values, interests, and concerns in mind helps you write questions that give you the data you want. Effective evaluation questions should also relate to the project's purpose and be feasible to answer.

☑ They are practical and feasible to answer with available resources.

⊘ Correct
Questions that are easy to answer are more likely to give you the data you want. Effective evaluation questions should also relate to the project's purpose and align with stakeholder or user values.

☑ They quickly reduce project overhead.

⊗ This should not be selected
Effective evaluation questions might eventually help reduce costs, but that is not their main objective. Typically, you use evaluation questions to improve, measure, and compare outcomes. These questions are feasible to answer, relate to the project's purpose, and align with stakeholder or user values.